

**TENDER
FOR
COMPREHENSIVE ANNUAL
MAINTENANCE SERVICE
CONTRACT FOR DIGITAL EPABX
SYSTEM INSTALLED
AT
NATIONAL SCIENCE
CENTRE, DELHI**



Ministry of Culture
Government of India

**NATIONAL SCIENCE CENTRE
(NATIONAL COUNCIL OF SCIENCE MUSEUMS)
BHAIRON ROAD, NEAR GATE NO. 4, PRAGATI MAIDAN
NEW DELHI – 110 001**



Ministry of Culture
Government of India

राष्ट्रीय विज्ञान केंद्र
(राष्ट्रीय विज्ञान संग्रहालय परिषद की एक इकाई)
संस्कृति मंत्रालय, भारत सरकार
प्रगति मैदान, भैरों मार्ग, गेट नं 4 के समीप
नई दिल्ली – 110001



ई-मेल : nscdelhi10@gmail.com / दूरभाष सं.: 7428693710 to 17

NOTICE INVITING TENDER

Tender No. 51/2023-24

Sealed Tenders are invited from experienced and reputed dealers/agencies for **Comprehensive Annual Maintenance Service Contract for Digital EPABX System** installed at the above premises of this Centre as per the Terms & Conditions mentioned below:

TERMS & CONDITIONS

- 1) The Sealed Tenders will be received upto **3.30 p.m. on 03/04/2024** and will be opened at **4.00 p.m. on the same day** at the above cited address in presence of available tenderers. Offers received after the due date and time shall not be accepted.
- 2) The Centre does not bind itself to accept the lowest tender and reserves to itself the right to reject or partially accept any or all the tenders, tendered items, or schedules of receipt without assigning any reason whatsoever
- 3) Bid should be submitted along with the **Earnest Money** amounting to **₹5,000.00** (Rupees Five Thousand only) by way of crossed Demand Draft /Bakers Cheque/Pay Order on any of the commercial banks or through online payment by NEFT/RTGS/payable in favour of "NATIONAL SCIENCE CENTRE, Payable at DELHI". The same may also be deposited through NEFT/RTGS in A/c of NSC, Delhi and receipt of the same is to be attached with the tender. Earnest Money deposit in respect of the successful bidders will be retained with the NSCD until entire execution of the order as per terms of the tender. If the successful bidder fails to execute the order strictly as per the NSCD's specification in full or part within the stipulated delivery period of the purchase order, the Earnest Money deposit retained with the NSCD shall be forfeited forthwith after cancellation of the concerned order. *Exemption will be given to the MSME/NSIC registered agencies for submission of EMD.*
- 4) In case, the successful tenderer refuses to accept the offer after finalization or does not comply with the offer within **7 (seven)** days from the date of placement of the order as per the finalized and accepted terms & conditions, the order shall be cancelled forthwith without any further reference and the EMD will be forfeited.
- 5) Conditional offer shall not be accepted.
- 6) Tender should be placed in sealed cover superscribing "Tender for **Comprehensive Annual Maintenance Service Contract for Digital EPABX System installed at NSC, Delhi**".
- 7) The Annual Maintenance Contract shall be comprehensive type. It should include replacement of all spare parts and other items that are required to maintain the system in good working order. However, this does not include batteries and any other items like replacement of Telephone instruments, cables etc.
- 8) The agency shall provide monthly regular preventive maintenance service before 10th of every month and will attend breakdown calls immediately. Failure to attend a call within 3 hours of receipt of complaint and to set right the fault within 24 hrs, will be treated as default of the contract.
- 9) Overwriting in the Offer Form is not permitted and shall be rejected straightway without giving any reason.
- 10) Validity of the approved rates shall be upto Three years from the date of issuing the Letter of Intent and the contract may be extended beyond the first year at the discretion of the **National Science Centre** authorities subject to satisfactory performance by the agency during the previous year of contract.

- 11) The successful bidder will have to deposit the prescribed **Security** (10% of the approved tender value) and to be paid in the form of Bank Draft/Banker's Cheque to the "**National Science Centre**", Delhi. If the successful tenderer fails to deposit the same at a time before taking up the job, deduction @10% shall be made from bill duly supported by receipted challan and satisfactory inspection/work completion certificate from NSCD authority and the said amount shall be retained by the Centre as Security Deposit. ***The Security Deposit shall be released after 3 months of the expiry of the AMC period of the last order under the contract, after deducting dues, if any, payable to NSCD.*** The Security Deposit is liable to be forfeited in case the bidder violates the terms and conditions of the agreement in any manner. No interest shall be paid on the security deposit retained with the Centre.
- 12) The contractors should quote in figures as well as in words the rates and amount tendered by them.
- 13) The agency shall execute an agreement on non-judicial stamp paper of appropriate value before commencement of the work.
- 14) The tenderer shall fill up the enclosed 'Offer Form' and submit the same alongwith the "General Terms and Conditions" in sealed envelope duly signed and stamped on all pages as a token of their acceptance.
- 15) The agencies participating in the tenders & bidding may obtain on specific request, details about the outcome of the Tender and other related details, if any.
- 16) No advance payment shall be made by this Centre under any circumstances. Quarterly payment of the CAMC value shall be made at the end of the each quarter on presentation of bill duly verified to the effect that the equipment's have been maintained and there has been no interruption of service. Preventive maintenance certificate should be enclosed with the bill. The vender has to separately show the tax component in the Tax Invoice. If, in case of any error found, payment will be made after deduction as per rules.
- 17) Notwithstanding anything mentioned herein, this Centre shall have the right to cancel the letter of intent, by giving 7 days' notice.
- 18) The work contract tax / service tax or any other statutory taxes / duties will be deducted from each bill sent by the successful tenderer / agency. The agency will have to provide its GST number.
- 19) **The Lowest tenderer shall be determined based on the overall lowest rates quoted for the entire work.**
- 20) **The agency shall visit the site and see the quantum of work and other details and discuss the scope of work clearly before submitting their offer.**
- 21) All disputes and differences between the successful tenderer and the Centre of any kind except quality of workmanship and materials whatever arising out of or in connection with the order on the carrying out the work (whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the terms and conditions of the order) shall be referred to the sole arbitration of a person nominated by the Director, National Science Centre, Delhi, whose decision in this regard will be final and binding on both the successful tenderer and the Centre. The provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or reenactment thereof and of the rules made hereunder for the time being in force shall apply to arbitrations proceedings under this Council.
- 22) The agency shall take care of all statutory obligations as required under the Contract Labour Act.
- 23) Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the parties who resort to canvassing will be liable to rejection on that ground.

24) FORCE MAJEURE:-In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts. The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the MOU, Flood and Acts and Regulations of the government. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving notice to the other party within 72 (seventy two) hours of the alleged beginning and ending of the cause respectively. If performance under the MOU is suspended by Force Majeure conditions lasting for more than 02 (two) months, either party shall have the option of cancelling the MOU, in whole or it part, at its discretion without any liability on its part.

25) Make in India (MII)The tender abide with GOI order date 15th June 2017 to give purchase preference to Make In India (MII) product mentioned in order. Document link as follows:
https://dpiit.gov.in/sites/default/files/publicProcurement_MakeinIndia_15June2017.pdf

Date:

Signature of the Contractor
With Seal



Ministry of Culture
Government of India

राष्ट्रीय विज्ञान केंद्र
(राष्ट्रीय विज्ञान संग्रहालय परिषद की एक इकाई)
संस्कृति मंत्रालय, भारत सरकार
प्रगति मैदान, भैरों मार्ग, गेट नं 4 के समीप
नई दिल्ली – 110001



ई-मेल : nscdelhi10@gmail.com / दूरभाष सं.: 7428693710 to 17

Tender No: 51 /2023-24

OFFER FORM

I/We have read, understood and accepted all the Instructions, General Terms and Conditions, specification **Comprehensive Annual Maintenance Service Contract for Digital EPABX System** installed at National Science Centre, Delhi as per the specifications at National Science Centre, Delhi.

I/We hereby offer my/our rates for the said tender: -

01. Name of the Tenderer :
02. Address (in case of Firm/company, registered :
Office address including jurisdiction of the
police station should be given)
03. Telephone Nos. a) Office :
b) Workshop :
c) Mobile :
04. Name of the Bankers and their addresses :

Comprehensive Annual Maintenance Service Contract for Digital EPABX System
Installed as per the specifications at National Science Centre, Delhi.

S. No.	Description of the job/material	Quantity	Rate/Amount
01	Comprehensive Annual Maintenance Service Contract for Digital EPABX System installed at NSC, Delhi Make: NEC SV, Model 8100	01 Job	

05. Percentage of applicable rate of Service Tax, if extra. (No Sales Tax concessional or declaration form Either 'C' or 'D' shall be provided by **NSC, Delhi.** :
06. Any other duties/taxes/charges (indicate Clearly percentage of duties/taxes/charges to be imposed), if extra. :

The above rates quoted by us **Comprehensive Annual Maintenance Service Contract for Digital EPABX System** installed at NSCD strictly in accordance with the specification of the National Science Centre, Delhi. Deviation, if any, will make the tender/offer liable to be considered invalid.

Date.....

Signature of the Tenderer
Office Seal



Ministry of Culture
Government of India

राष्ट्रीय विज्ञान केंद्र
(राष्ट्रीय विज्ञान संग्रहालय परिषद की एक इकाई)
संस्कृति मंत्रालय, भारत सरकार
प्रगति मैदान, भैरों मार्ग, गेट नं 4 के समीप
नई दिल्ली – 110001



ई-मेल : nscdelhi10@gmail.com / दूरभाष सं.: 7428693710 to 17

BANK DETAILS OF NATIONAL SCIENCE CENTRE, DELHI

Name of the Account Holder	NATIONAL SCIENCE CENTRE, DELHI
Account No.	2417101004100
Bank Name	CANARA BANK
Bank Address	6, Bhagwan Das Road, New Delhi
IFSC Code	CNRB0002417
MICR Code	110015045
Type of Account	Saving Account
Branch Code	2417
GST No.	07AAAAN2541C1Z5